(c) the action taken by TRAI to improve the services to the desired level?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir. Recently Telecom Regulatory Authority of India (TRAI), in meetings with the service providers, expressed its concern for the poor quality of service provided by them in respect of certain Quality of Service (QoS) parameters as prescribed in TRAI's regulation on QoS, both for Basic and Cellular Mobile Telephone Services.

(b) As per the performance monitoring report submitted by the service providers to TRAI for quarter ending March 2007, the parameters where the improvement is needed in general are Provision of Telephones (New connection after registration of demand), Fault incidences, Mean Time to Repair, Call Completion Rate, Customer Care and Percentage of calls answered by operator (voice to voice) for Basic Services. Whereas, in the case of Cellular Services, the parameter which need to be improved are Percentage of calls answered (voice to voice).

(c) TRAI had earlier issued a Quality of Service (QoS) regulation in July 2000 and subsequently modified in July 2005 so as to benchmark various QoS parameters for basic and cellular mobile services. In the recently held meetings, TRAI has made it amply clear to the service providers that they must meet the quality of service parameters by improving the deficient areas.

TRAI has been monitoring the performance of service providers against the benchmarks for various Quality of Service parameters through:

(i) quarterly performance monitoring reports;

(ii) monthly congestion reports on the parameter Point of Interconnection (POI) congestion;

(iii) independent agency to assess the Quality of Service provided by the services providers; and

(iv) periodical surveys by independent agency to assess the customer perception of service, against the Quality of Service benchmarks.

TRAI has issued show cause notices on 06.03.2006 to six mobile operators, in whose network the number of POI having congestion above the prescribed benchmark has increased. These operators have since moved Telecom Dispute Settlement and Appellate Tribunal (TDSAT) against the show cause notices and the matter is *sub-judice.*

**Post offices in rented buildings**

1238. SHRI RAJEEV CHANDRASEKHAR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of post offices other than non-departmental ones in Karnataka which are housed in rented buildings and the annual rent paid therefor;

(b) whether any programme has been drawn up to acquire land and provide funds for the construction of buildings to house such post offices; and

(c) if so, the details thereof for 2007-08, and the following two years?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) The number of post offices housed in rented buildings in Kamataka is 1313 in the year 2006-07 and the annual rent paid in the year 2006-07 is Rs. 6.55 crores.

(b) Yes, Sir. There are schemes under Plan Head to provide funds for purchase of land and construction of post office buildings. In the year 2006-07 an amount of Rs. 1.09 lakhs was spent towards purchase of land in Kamataka. For construction of post office buildings an amount of Rs. 75.18 lakhs was spent in Kamataka during 2006-07.

(c) No funds for purchase of land has been allocated for the year 2007-08 as the Eleventh Five Year Plan proposal has not been approved as yet. However, an amount of Rs. 61.22 lakhs has been allotted for 2007-08 to Kamataka to complete construction of ongoing post office projects of Tenth Five Year Plan.

As regards information in respect of following two years is concerned, there is no proposal in view of pending approval of Eleventh Five Year Plan proposal.

**Unsolicited telemarketing calls**

1239. SHRI MOTIUR RAHMAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether banks, mobile phone companies and other organizations make unwanted phone calls to mobile phone users to market their products and services;

(b) whether Government have formulated any guidelines to stop these unsolicited telemarketing calls to mobile phone users; and

(c) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir. A number of complaints regarding the receipt of Unwanted Commercial Calls from banks, credit card companies etc. have been received by the Government.

(b) and (c) On 5th June 2007, Telecom Regulatory Authority of India (TRAI) has issued a Regulation on "The Telecom Unsolicited Commercial Communications Regulations, 2007" for putting in place a mechanism called "National Do Not Call Registry (NDNC)" for curbing the unwanted telemarketing calls. On 6th June 2007, Department of Telecommunications has issued guidelines for registration of telemarketers.

**Regulations for net-telephony**

1240. SHRI PR. RAJ AN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government intend to bring some regulations for the net-telephony; and

(b) if so, the details thereof?